

## Electronic Acknowledgement Receipt

|   |                               |
|---|-------------------------------|
| <b>EFS ID:</b>                              | 2605833                       |
| <b>Application Number:</b>                  | 10796423                      |
| <b>International Application Number:</b>    |                               |
| <b>Confirmation Number:</b>                 | 1877                          |
| <b>Title of Invention:</b>                  | Virtual call center           |
| <b>First Named Inventor/Applicant Name:</b> | Wendell D. Brown              |
| <b>Customer Number:</b>                     | 20350                         |
| <b>Filer:</b>                               | Kenneth R. Allen/Diane Hawley |
| <b>Filer Authorized By:</b>                 | Kenneth R. Allen              |
| <b>Attorney Docket Number:</b>              | 022195-000100US               |
| <b>Receipt Date:</b>                        | 18-DEC-2007                   |
| <b>Filing Date:</b>                         | 08-MAR-2004                   |
| <b>Time Stamp:</b>                          | 13:39:00                      |
| <b>Application Type:</b>                    | Utility under 35 USC 111(a)   |

### Payment information:

|                        |    |
|------------------------|----|
| Submitted with Payment | no |
|------------------------|----|

### File Listing:

| Document Number | Document Description | File Name   | File Size(Bytes) /Message Digest                   | Multi Part /.zip | Pages (if appl.) |
|-----------------|----------------------|---|--|------------------|------------------|
| 1               |                      | Amendment_In_Response_To_NonFinal_Office_Action_For_022195-000100US.pdf | 311408<br>c27ac4410bcb5a8cf285fe01b4ffae7d3501f7cd | yes              | 9                |

|  | Multipart Description/PDF files in .zip description |       |     |
|--|---|-------|-----|
|  | Document Description                                | Start | End |
|  | Amendment - After Non-Final Rejection               | 1     | 1   |
|  | Specification                                       | 2     | 2   |
|  | Claims  | 3     | 7   |
|  | Applicant Arguments/Remarks Made in an Amendment    | 8     | 9   |

**Warnings:**

**Information:**

|   |   |   |   |    |   |
|---|---|---|---|----|---|
| 2 | Drawings-only black and white line drawings | Replacement_Fig_1_For_02<br>2195-000100US.pdf | 42675   | no | 1 |
|   |   |   | 3a2b14462da304f49edebed418a9e1061<br>61496213 |    |   |

**Warnings:**

**Information:**

|                              |  |        |
|------------------------------|--|--------|
| Total Files Size (in bytes): |  | 354083 |
|------------------------------|--|--------|

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**New Applications Under 35 U.S.C. 111**

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

**National Stage of an International Application under 35 U.S.C. 371**

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

**New International Application Filed with the USPTO as a Receiving Office**

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.